

22 orders.

23 Q. Who would know, Ann Long? Is she the best
24 person to talk to?

25 A. Yes.

0053

1 MR. KOLTO-WININGER: Why don't we go off the
2 record for a minute here.

3 MR. McDONALD: Sure.

4

5 (Whereupon, the proceedings were
6 adjourned for lunch at 11:35 a.m.)

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0054

1 AFTERNOON SESSION 12:35 P.M.

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3 EXAMINATION BY MR. McDONALD (RESUMED)

4 MR. McDONALD: Q. Do you speak of the LISC as
5 providing certain products? Is that a terminology that
6 you use?

7 A. No.

8 Q. Are you familiar with certain functions that the
9 LISC fulfills, such as producing something called a FOC?

10 A. Yes.

11 Q. What is that, a FOC?

12 A. Firm order -- we call it FOC, firm order -- that
13 we received it. It doesn't mean that it's been completed.

14 Firm order --

15 MR. CHANG: Confirmation, I believe.

16 THE WITNESS: Thank you, you are right.

17 MR. McDONALD: Q. Is that a physical thing, a
18 document, a sheet of paper?

19 A. It depends.

20 Q. What does it depend on?

21 A. If it would come over -- if it was faxed to
22 them, yes, it would be faxed off of a screen. If it was
23 NDM, I believe that would go through NDM and I don't know
24 how that would show at this MCI side.

25 Q. NDM is a two-way communication process that if

0055

1 an order comes in through NDM, then the FOC comes back via

2 NDM?

3 A. I believe so.

4 Q. Are you aware of any standards that were to

5 apply to Pacific bell producing FOC in response to an

6 order?

7 A. Standards, meaning?

8 Q. For the amount of time it would take to produce

9 the FOC.

10 A. Yes, I believe it was a four-hour time frame or

11 24-hour. I can't remember now.

12 Q. You recall that a time frame was established at

13 some point?

14 A. Yes.

15 Q. Do you know when that was?

16 A. A long time ago, in the beginning of the

17 workshop.

18 Q. Before September of 1996?

19 A. Yes.

20 Q. And the idea was that upon receipt of an order,

21 Pacific Bell through the LISC, would produce a FOC for the

22 carrier?

23 A. Yes.

24 Q. That was supposed to be returned within four

25 hours of the order coming in, you think?

0056

1 A. Yes.

2 Q. Has that been done?

3 MR. KOLTO-WININGER: Ever on any order?

4 MR. McDONALD: Well --

5 THE WITNESS: I can't say for sure.

6 MR. McDONALD: Q. Are you aware of instances
7 where it has not been done?

8 A. Yes, I am.

9 Q. Are you aware of any instances where it was
10 done?

11 A. I couldn't be sure.

12 Q. Do you know of any?

13 A. No.

14 Q. Is another product that the LISC produced
15 something called customer service records?

16 A. It's not a product.

17 Q. Okay. What is it?

18 A. A customer service record.

19 Q. What is that?

20 A. It's what the customer has now --

21 Q. How does that --

22 A. -- at Pacific Bell.

23 Q. How does that enter into the process of an
24 order?

25 A. It doesn't.

0057

1 Q. It has nothing to do --

2 A. With the order process, no, it does not.

3 Q. -- and the migration of a customer to another
4 carrier?



5 A. No, it does not.

6 Q. How are you familiar with it?

7 A. Because on business accounts, MCI requests a
8 CSR.

9 Q. What is contained in the CSR?

10 A. The customer's records.

11 Q. What's in those records?

12 A. Their telephone number, their address, their
13 listings, their phone number, their hunting, any features,
14 their billing.

15 Q. Who produces that for MCI when it's requested?

16 A. The LISC.

17 Q. So that is something that comes out of the LISC?

18 A. Yes, it does.

19 Q. Are there other documents that come out of the
20 LISC or responses that come out of the LISC in addition to
21 the FOC and the CSR's?

22 A. Yes.

23 Q. What are those? Can you identify them for me?

24 A. There's rejects, completions, and there could be
25 more that I am not aware of.

0058

1 Q. The rejects, are those rejection notices or do
2 they have a formal name?

3 A. Rejections.

4 Q. What is that?

5 A. When MCI has made an error in an order, we
6 reject it.

7 Q. What kind of errors? What are the typical types
8 of errors that would cause a rejection to be issued?

9 A. There's quite a -- it has a lot of different
10 errors. Wrong addresses, things that are not matching up.
11 MCI printing the wrong telephone number, trying to migrate
12 the wrong phone number. Let's see, what else. Depending
13 on the kind of migration that they're doing, if they do
14 a -- if they were to do an as is; they mostly do the as
15 specified, so if it's wrong, but they really want it one
16 way, if they did it as is and it wasn't right, if it was
17 different than our records, we would reject it. Errors,
18 I'd say typos, things that don't make sense, customers
19 that are not even at the address that MCI states.

20 Q. What about the -- you mentioned, was it
21 completion notices?

22 A. Yes, I believe it comes after the completion.

23 Q. When the order has actually been effectuated and
24 the customer has been migrated to MCI?

25 A. Correct, I believe so.
0059

1 Q. When does that -- when is that issued?

2 A. I don't know.

3 Q. Who issues that?

4 A. The LISC.

5 Q. I think before the lunch break we started trying
6 to walk through the procedure that's used at the LISC when
7 a migration order has come in.

8 A. Yes.

9 Q. And you told us that on a faxed order, it comes
10 in -- it came in, went to a person who would do a scanning
11 kind of review, then it went to an order writer who would
12 key in some information off the order?

13 A. I believe that's how it works.

14 Q. Do you know what happened next, then?

15 A. No, I do not.

16 Q. And Ann Long, you think, is the best person for
17 us to find out what the precise procedure is?

18 A. Yes, I do. Or Craig Long would know.

19 Q. Craig Long?

20 A. Uhm-hum.

21 Q. Who is he?

22 A. He works on projects for MCI.

23 Q. Is he a Pacific Bell employee?

24 A. Yes, he is.

25 Q. Has he worked only on resale?
0060

1 A. Yes, he does.

2 Q. His assignment is specifically MCI?

3 A. Yes, it is.

4 Q. Exclusively working on MCI issues?

5 A. Yes, that I know of.

6 Q. Also before lunch I think briefly we talked
7 about some of the systems that are in place. You
8 mentioned Cleopatra and CESAR. Are there other systems
9 that are in use at the LISC that you are aware of?

10 A. Yes.

11 Q. What are those?

12 A. SORD, S-O-R-D.

13 Q. What does that do?

14 A. It's the way we -- the retail side of the house

15 types the orders. I don't know how they do it here.

16 Q. You are familiar with it from your prior

17 experience?

18 A. They have it in the LISC.

19 Q. How is it that you know they have it at the

20 LISC?

21 A. Because I have seen it in the terminal.

22 Q. But you don't know what they do with it?

23 A. No, I do not.

24 Q. And, again, Ann Long would probably be the best

25 person to tell us what that system, at least as far as you
0061

1 know, what that system is and what it's used for?

2 A. Either -- I know what the system is. I just

3 don't know what the LISC is --

4 Q. What does it do?

5 A. Our order system on the retail side of the

6 house, it would show the orders.

7 Q. What does an order process system do?

8 A. What do you mean? Sorry.

9 Q. The SORD is some kind of a computer program; is

10 that what it is?

11 A. It's the way the rep types into the system.

12 It's -- the icon would be called SORD.

13 Q. And does that then give him a screen to input

14 certain information?

15 A. Yes.

16 Q. Do you know what happens with that information

17 after it's input?

18 A. It goes to different departments.

19 Q. How is that determined, which department it goes

20 to?

21 A. I don't know.

22 Q. Currently, you are aware that -- you are not

23 sure how it's precisely used?

24 A. That's correct.

25 Q. Are there any other systems besides Cleopatra,
0062

1 CESAR and SORD?

2 A. BOSS, B-O-S-S.

3 Q. What does that do?

4 A. It's a billing system, that we would -- the LISC

5 would pull the CSR's.

6 Q. Any other systems?

7 A. PREMIS.

8 Q. P-R-E-M-I-S-E?

9 A. P-R-E-M-I-S.

10 Q. What does that do?

11 A. Address validation, telephone number assignment,

12 which is also Cleo.

13 Q. Is that part of Cleo?

14 A. No, it's not.

15 Q. But does Cleo do the same thing? I didn't

16 understand.

17 A. Yes, kind of.

18 Q. Are there any other systems you are aware of?

19 A. I'm sure there's probably whole bunches of them.

20 Q. But you are not aware of what they are?

21 A. Well, I am aware of some of them. They would be

22 SORD north, SORD south, BOSS north, BOSS south, PREMIS

23 south, PREMIS north.

24 Q. Those are all north or south to the systems that

25 you earlier identified. Are those -- it's a variation of
0063

1 these systems?

2 A. It's north of the bay; I mean, Northern

3 California, Southern California.

4 Q. Is that the universe of the systems that you are

5 aware of that are in use at the LISC?

6 A. I am really not sure. I don't know.

7 Q. Do you know who uses these systems within the

8 LISC?

9 A. Using them? As in typing in them or getting

10 information out of them, anybody can use them. Certain

11 people would type.

12 Q. Do people who work at the LISC have a computer

13 screen and it's your understanding these systems are

14 available to those that have the ability to use a computer

15 screen?

16 A. I don't know that they all are.

17 Q. So you are not sure who has access to the
18 various systems?

19 A. That's correct.

20 Q. Has it been your principal function, at least
21 since September of '96, to be the interface when MCI has
22 problems in these resale orders, that you are the first
23 person that they generally contact; is that right?

24 A. Yes.

25 Q. So at this point, you have a pretty good amount
0064

1 of experience dealing with the problems that MCI has
2 addressed in this resale effort; is that a fair statement?

3 A. Yes.

4 Q. Has MCI identified a number of problems with its
5 resale orders?

6 A. Are you asking the exact number or has there
7 been more than one problem?

8 Q. Yeah, are you aware of more than one problem?

9 A. Yes.

10 Q. Is problems with processing the orders one of
11 the problems?

12 A. Yes.

13 Q. And, in particular, a backlog, the orders come
14 in and then they are not handled very promptly?

15 A. There's been a backlog.

16 Q. When did the backlog begin?

17 A. I don't know the exact date.

18 Q. Before October?

19 A. I don't know.

20 Q. Middle of October?

21 A. I can't be sure.

22 Q. Are there some documents that you could look at
23 that would enable you to be able to answer the question?

24 A. No, not to me, that I have myself.

25 Q. Or within Pacific Bell, things that you know
0065
1 that exist?

2 A. There would be lists of backlogs, I believe.

3 Q. Did Pacific maintain records of orders coming in
4 and their status to determine the speed in which the
5 orders were handled?

6 A. I don't know.

7 Q. You are not aware of any existing system like
8 that where a system for tracking the number of orders that
9 have come in and their status?

10 A. Oh, yes, there's tracking methods in place in
11 the LISC.

12 Q. When did that system go in place?

13 A. I don't know.

14 Q. Was it in place in September?

15 A. I don't know. I don't believe so.

16 Q. Do you think it was in place by January of this
17 year?

18 A. Yes.

19 Q. So sometime within three months or so of the
20 commencement of the live orders coming in, a system for

21 tracking the orders was established?

22 A. I don't know.

23 Q. But you don't think it was in place at the

24 beginning in September of 1996?

25 A. They had a tracking system, but a different one.

0066

1 Q. What was the original tracking system?

2 A. It was some sort of a spreadsheet.

3 Q. Who created that, do you know?

4 A. I don't know.

5 Q. Do you know who maintained it?

6 A. I do not.

7 Q. Do you know who put information into it?

8 A. A rep.

9 Q. Any particular one?

10 A. I don't know.

11 Q. Who would know about this spreadsheet?

12 A. Ann Long.

13 Q. Now, when we talked about the backlog, does that

14 mean physically there were just a number of faxed orders

15 or hard copy orders that were sitting at Pacific Bell's

16 premises?

17 A. Yes.

18 Q. And those orders were sitting for extended

19 periods of time without being processed?

20 A. I don't know that.

21 Q. What did the backlog mean to you?

22 A. There were orders that needed to be processed.

23 Q. And they hadn't been processed?

24 A. Correct.

25 Q. Are you aware if there are any orders that are
0067

1 currently outstanding as of today, orders that came in

2 October of 1996?

3 A. I was not in charge of the backlog process.

4 Q. Are you aware of any --

5 MR. KOLTO-WININGER: Listen to his question.

6 THE WITNESS: Sorry.

7 MR. McDONALD: Q. I am just trying to elicit

8 information.

9 A. I understand. I just don't.

10 Q. Are you aware of orders that are outstanding

11 today that were submitted in October of 1996?

12 A. No.

13 Q. So to the extent you know of orders that were

14 submitted in October of 1996, your understanding as of

15 today is they have all been completed?

16 A. I don't know.

17 Q. Do you know what hours the LISC maintains its

18 functions operationally?

19 A. Open to the CLC's?

20 Q. Right.

21 A. I believe it's 8:00 to 5:00, Pacific time, I

22 believe.

23 Q. And that's five days a week?

24 A. Yes.

25 Q. Does it operate outside those hours?

0068

1 A. Yes, it does.

2 Q. On a regular basis?

3 A. Yes, I believe so.

4 Q. Do you know what its hours beyond 8:00 to 5:00

5 are?

6 A. No, not for sure.

7 Q. It doesn't operate on a 24-hour a day, seven-day

8 a week basis, though, does it?

9 A. Not that I know of, no, not 24 hours a day.

10 Q. Do you think it's operational seven days a week?

11 A. It might be.

12 Q. Are you aware that it is or --

13 A. There's times I know it is.

14 Q. When did that happen?

15 A. There's people in there working is what I am

16 saying, not that the CLC's are calling in, that they can

17 call in.

18 Q. When they are there working, what is it that

19 they're doing?

20 A. I am not in the LISC. Typing, I am assuming.

21 Q. Trying to work off the backlog?

22 A. And stay up to date on orders that are coming in

23 now. I don't know exactly.

24 Q. Was there a number given to the backlog? Was

25 that a term that you used in your dealings with MCI and

0069

1 talking within Pacific Bell about orders that were not

2 being processed?

3 A. There were lists of orders.

4 Q. And there were some records maintained, as of
5 some date, there was a backlog of X number of orders?

6 A. I would assume there is. I did not handle the
7 backlog.

8 Q. Wasn't the backlog one of the issues that MCI
9 would bring to your attention?

10 A. It came to me, but it got escalated. I did not
11 work on the backlog.

12 Q. So if MCI contacted you and said, We have X
13 number of orders that have been pending for two months and
14 we have not heard a single thing from Pacific, what would
15 you do?

16 A. Okay. It didn't come over with exact -- there
17 was that you can -- there was orders that we did not
18 receive or did not -- they did not have responses. Once
19 that information was sent over, it went to Debby
20 Nightingale. I did not work on the backlogs.

21 Q. So would you just pass --

22 A. That was a section that she was in control of,
23 the backlog. I knew about it, but not specifics.

24 Q. Did MCI speak directly with Debby Nightingale?

25 A. Yes, they did.

0070

1 MR. KOLTO-WININGER: I want to clarify that you
2 are now talking about how they actually handled the
3 backlog, and you moved away from the hypothetical of what

4 would happen if there were two months of backlog. I just

5 want to clarify that for the record here.

6 MR. McDONALD: Q. Are you aware that there have

7 been at least two months of backlog, not hypothetically,

8 but actually?

9 A. No, not exactly. I mean, I have to be honest,

10 not exactly.

11 Q. Is that because the backlog isn't your area?

12 A. That is correct. I know there's been a problem

13 with backlog, but I don't know the specifics of it.

14 MS. LEE: Could we take a break for a second off

15 the record?

16 (Discussion off the record.)

17 MR. McDONALD: Q. Are you aware of the volume

18 of the backlog at any period of time between September and

19 today?

20 A. There was a couple of different -- there was a

21 Betty and Ginger project that, I believe, it was 1300

22 orders, BG project, that I am aware of 1300 of that.

23 Other numbers, I don't know for sure the exact amount.

24 Q. Betty and Ginger refer to two employees of MCI?

25 A. Right.

0071

1 Q. Do you know when that project was worked on?

2 A. I think it was in the October time frame, but I

3 am speculating.

4 Q. And your recollection is there were about 13,000

5 orders?

6 A. No. 1300 of Betty and Ginger project.

7 Q. What was the project? Was the project to try to
8 work through those orders?

9 A. Yes, and to get responses to MCI.

10 Q. Who worked on those, on working off those
11 orders?

12 A. The LISC.

13 Q. You don't know the individuals involved?

14 A. There was a lot of different things going on, so
15 I would be speculating on who did it, the actual project.

16 Q. Who was in charge of ensuring that the backlog
17 got worked off?

18 A. The LISC.

19 Q. No one in particular?

20 A. There were -- it depends on what you mean by the
21 backlog. There were reps that type all the orders, the
22 managers that supervise them.

23 Q. Let's talk about the Betty and Ginger project.

24 A. Debby handled that.

25 Q. So Debby was in charge of that?
0072

1 A. No, she is not in the LISC. She was in charge
2 of the package to go to the LISC.

3 Q. You are not aware of any individual at the LISC
4 whose responsibility was to ensure that the backlog got
5 worked off?

6 A. The exact person that typed the orders, no, I
7 don't know. There would be more than one. There would be

10 daily call, but that wasn't our main reason for the daily
11 call. The main reason was for them, if Sandy or David or
12 somebody had a question.

13 Q. That had arisen that day?

14 A. Or within a couple of days. There was constant
15 questions coming at me regarding products, what MCI didn't
16 understand about local service, and they'd ask me for my
17 help and I would provide that to them because they are my
18 customer.

19 Q. Now, you talked about your lack of familiarity
20 with the detail of what the LISC does to actually process
21 an order?

22 A. Correct.

23 Q. But you are aware that there is a certain amount
24 of keying in information that occurs; is that correct?

25 A. They type the order.

0074

1 Q. And that requires that there be a certain number
2 of people available at the LISC to input that information;
3 is that correct?

4 A. Yes.

5 Q. You are also aware that orders were coming in
6 and they weren't being processed quickly enough to meet
7 the four-hour FOC commitment; is that right?

8 A. Correct.

9 Q. Did you see any change in the LISC's operation
10 in terms of extending the number of hours?

11 A. Yes.



12 Q. What was done in that regard?

13 A. The LISC was open to late in the evening and all
14 day Saturday and Sunday, but not for the CLC's, but to
15 catch up and hiring many, huge amounts of people.

16 Q. But not for the -- you say not for the CLC's.

17 It was open later hours but --

18 A. The CLC's could not call the LISC, say, in the
19 evening or a Saturday or Sunday, but there were people in
20 there working to work harder to get more orders done.

21 Q. How do you know that was being done?

22 A. Because I have friends that are -- were
23 supervisors in the LISC and there were people working on
24 Saturdays and Sundays. There were overtime sheets.

25 Q. Were they successful in working off the backlog?

0075

1 A. As far as I knew at one time, yes.

2 Q. At one time, is there --

3 A. I believe there's still a backlog.

4 Q. Do you know if -- we already covered that.

5 Are you aware that there were a high percentage
6 of rejections of MCI's orders early on?

7 A. Yes.

8 Q. That problem began at the very beginning?

9 A. I believe so.

10 Q. Is it true that Pacific was rejecting orders
11 when they were minor variations in them, for example, if
12 the middle initial was left out? If the order came in
13 without a middle initial, that that would be rejected?

14 A. In the very beginning, I believe, yes, they

15 were.

16 Q. And, likewise, if the address said "avenue" in
17 the Pacific listing and the order came in with "a-v," the
18 order would be rejected?

19 A. I don't know, but we were rejecting addresses in
20 the beginning.

21 Q. Do you know what percentage were rejected?

22 A. I don't know.

23 Q. Do you know what the current percentage of
24 rejection is?

25 A. I have been told it's high, but I don't know the
0076
1 exact amount.

2 Q. Do you know what the process is for rejection?
3 We talked earlier about at least the initial process at
4 the LISC. You said there was a process, and then a --
5 what process would the rejection come out?

6 A. I don't know.

7 Q. Ann Long is the best person to talk to about
8 that?

9 A. I believe so, yeah.

10 Q. When a rejection is issued, do you know if --
11 going back to September, did Pacific advise MCI of the
12 reason for the rejection?

13 A. I believe so. We were trying -- I mean, yes, I
14 believe that was our intent, to do that.

15 Q. Do you know if it was done?

16 A. I believe so. The reason -- yes, I believe so.

17 Q. How would MCI be apprised of the reason for the
18 rejection?

19 A. There would be codes.

20 Q. So there would be a notice or something that
21 came back to MCI?

22 A. In the very beginning -- okay. I need to know
23 when, in the very beginning?

24 Q. Yes.

25 A. It was faxed on a form, I believe.
0077

1 Q. And did that change over time?

2 A. Yes.

3 Q. When did it change?

4 A. It changed -- I don't know the dates. It
5 changed to more of a mechanized form through -- I believe
6 it's through Cleo or CESAR, and it would -- they still
7 faxed it to them, but it would be a printout. I believe
8 that's how the rejections -- again --

9 Q. So it's your understanding that Pacific has
10 always apprised MCI of the reasons for rejections of its
11 orders?

12 A. I believe there were codes in the beginning and
13 now I believe that the codes are even more in detail. I
14 don't know to what extent.

15 Q. And the change in the process used to reject
16 based on name or address discrepancy, do you know when
17 that changed?

18 A. Not exactly, but we actually were correcting
19 MCI's wrong addresses because they were not matching with
20 the telephone numbers. So we were correcting them for
21 them as long as it was halfway close.

22 Q. When did that change --

23 A. I don't know the exact time.

24 Q. Now, when a question is raised about the current
25 status of an order, if MCI presents that question to you,
0078

1 that they want to know the current status of a particular
2 order, what is it that you do to try to determine the
3 answer?

4 A. I don't do that.

5 Q. Who does that?

6 A. That depends. That would be in the LISC.

7 Depends on the reason, who they call.

8 Q. But if it's a request that deals with the
9 failure to have heard anything, without serving a FOC from
10 Pacific, would that be considered a backlog problem and
11 would go to Debby Nightingale?

12 A. I don't know how they are doing that.

13 Q. Are you aware of other problems that MCI has
14 complained about, for example, involving problems
15 experienced by migrating customers such as loss of dial
16 tone?

17 A. Yes.

18 Q. When did you first hear of that problem?

19 A. Probably early on in the live orders, I'd say.

20 Q. What did you do when you were apprised that that
21 was an issue?

22 A. That there was a loss of dial tone?

23 Q. Right.

24 A. Get it working as soon as possible as an

25 expedite.

0079

1 Q. How did you do that?

2 A. It went through the LISC. Ann Long was in
3 charge of -- was in charge of escalations at that time.

4 Q. So when you speak of escalations, is that --
5 tell me what you mean by that.

6 A. If there was a no dial tone situation, whether
7 it was Pacific Bell's fault or MCI's, because sometimes --
8 I didn't get involved in every order, but say if there was
9 four orders, that was usually maybe MCI did the hunting
10 wrong, but the customer didn't have a dial tone or maybe
11 it was on Pacific's side, it would be escalated to the
12 LISC so that they could get it to work as soon as
13 possible.

14 Q. So when you say escalated, you mean you passed
15 the issue on?

16 A. MCI usually -- sometimes did. There wasn't --
17 the process really was for them to call the escalation
18 number. The account team would get involved if there was
19 a problem with the escalation, or the due date would not
20 match what they believed was correct or right, then the
21 account team should get involved.

22 Q. So if there was a loss of dial tone, that was
23 something that MCI should go directly to someone, not you,
24 to report that; is that right?

25 A. They had gone to me also at times, but the
0080
1 process that is in place would be to go to the LISC, to
2 the escalation person.

3 Q. Was that procedure in place back in September?

4 A. I don't know that it was. I am trying to think
5 here. We always considered loss of dial tone very
6 important, I know that, and we do everything we can to get
7 it up and working, but I am trying to think of exactly how
8 that --

9 MR. KOLTO-WININGER: Listen to the question now.

10 THE WITNESS: I'm sorry. In September, I don't
11 know.

12 MR. McDONALD: Q. You first heard about loss of
13 dial tone in September, is that right, September of '96?

14 A. I believe so, yes.

15 Q. When you first heard about it, who did you talk
16 to within Pacific Bell?

17 A. I talked to Kathy Flynn Miles, my VP of my
18 account team. I believe that's who it was escalated
19 through, Kathy Flynn Miles.

20 Q. Through her, I assume that came up in connection
21 with an identified one or two phone numbers that lost dial
22 tone, customers who lost dial tone?

23 A. Pardon me?